

## Vermont Interagency Coordinating Council

**Facilitator: Heather Case (Admin), Andreas Koenig (Co-Chair), Toni Racine**

**Date: Friday, November 17, 2017**

**Location: Waterbury State office Complex, Beech Conference Room**

**Time: 9:30 AM – 2:30 PM**

**Our Core Statement:** We are the Vermont Interagency Coordinating Council. We believe in all children reaching their developmental potential. We advise and assist Children's Integrated Services. When children and families thrive, Vermont thrives.

***Today's Meeting Goals:***

***Develop Regional Hosted Meetings Processes***

***Elect Practitioner Co-Chair Representative***

***Review and Advise on SSIP Infographic For Stakeholder Engagement***

***Review and Advise on VICC New Member Onboarding Prezi***

**Present:** Joanne Godek, Heather Case, Leslie Freedman, Andreas Koenig, Toni Racine, Jaime Rainville, Jen Hurley, Karen Bielawski-Branch, Tracy Wells, Neysha Stuart, Susan Comerford, Beth Truzansky, Barb Frankowski, Kathy Hallock, Christel Michaud, Dana Robson

**Regrets:** Susan Coburn, Susan Bloomer, Danielle Howes, Natalie Whitfield, Patti Shane, Amanda Cookson, Deborah Ormsbee

Agenda Item	Discussion Notes	Next Steps
<b>Welcome &amp; Introductions</b>	Name, Role you bring to today's meeting, Chat Pack fun, Ground Rules, Logistics, Meeting Materials – parking lot, jargon busters	
<b>Review and Adoption of September 2017 Meeting Minutes</b>	Instead of reading the minutes, copies have been distributed for review. Are there any additions or corrections to the minutes? <ul style="list-style-type: none"><li>- Group received copies of the minutes and were asked if there were edits/additions/questions.</li></ul>	<b>First:</b> Susan Comerford  <b>Second:</b> Andreas Koenig  Approved and stand  Heather to research possibility of review and adoption of meeting minutes online
<b>Provider Co-Chair Representative Election</b>	Toni Racine has offered her name to stand on a ballot for the Practitioner Co-Chair position. <ul style="list-style-type: none"><li>- Group received a brief statement of intent from Toni and a yes/no ballot process was conducted</li></ul>	Full Council Vote: Unanimous Vote – Toni Racine Practitioner Co-Chair
<b>Regional Hosted Meetings Process Development</b>	Moving meetings into the field to be local and engage families/practitioners in dialog  Regional meetings will occur in March (St. Albans) and May (Bennington) – both volunteered to host  <b>How do we prepare for the meetings?</b> <ul style="list-style-type: none"><li>- Contact person – share our purpose to hold a meeting there (sharing what the ICC does, bring in more members from the field)</li></ul>	Suzy and Neysha to assist on the language development of the pre-interview questions following a draft developed by the ICC leadership  Heather to outreach to "Points of Contact" to prepare regional leaders for our arrival and discuss

	<ul style="list-style-type: none"> <li>○ <u>Points of Contact:</u> Area TA groups, CIS Coordinators, providers, listserv groups in Part C and Part B?, Pride Center VT, AALV, Local Legislators</li> <li>- Advance survey to gather regional concerns <u>vs.</u> discussion points/questions <u>vs.</u> our own introduction <ul style="list-style-type: none"> <li>○ What do you know about the VICC?</li> <li>○ How could the VICC better engage with your region around program improvement strategies?</li> <li>○ What is unique about your community?</li> <li>○ Parent and/or Provider: <ul style="list-style-type: none"> <li>▪ What have your experiences been?</li> <li>▪ Share a success story – an “a-ha” moment.</li> <li>▪ When did you feel a connection how did a family/provider (current or past)?</li> <li>▪ Share a story of a positive interaction</li> </ul> </li> </ul> </li> <li>- Review regional performance (what’s working, what’s not/annual performance reports/local data, information prior to understand area) <ul style="list-style-type: none"> <li>○ What language are we using when asking for information and sharing comments?</li> </ul> </li> <li>- Set expectations that are reasonable</li> </ul> <p><b>What is the best use of the meetings?</b></p> <p>ICC talk – explains who, what, where, etc. A “listen” meeting for the public – pull them in and encourage to get feedback</p> <ul style="list-style-type: none"> <li>- Express relevance of the issues in the region</li> <li>- State-wide relationship building opportunity</li> <li>- Emphasize a desire for a partnership with families</li> <li>- How do we best engage the community we are visiting</li> <li>- Follow up discussions/meetings with regions</li> <li>- Family recruitment/family retaining</li> <li>- Elevating system issues</li> <li>- Meeting Style – World/Community Café? Small Groups? Large Table?</li> <li>- How to engage families: Ask for stories, thought bubbles?</li> <li>- Agenda Format: open dialogues, small groups in the beginning</li> </ul> <p><b>Outreach Plan:</b></p> <ul style="list-style-type: none"> <li>- How do we use the time to collaborate to the best of our ability <ul style="list-style-type: none"> <li>○ Possible conversations topics</li> <li>○ Multiple Regions in one day? Evening meetings?</li> <li>○ Hours of the meeting? 10-2?</li> </ul> </li> <li>- How do we connect/inform parents?</li> </ul>	<p>the detail questions asked by the Council.</p> <ul style="list-style-type: none"> <li>- location</li> <li>- time (day vs. evening?)</li> <li>- child care</li> <li>- food provided</li> <li>- Meeting accommodations</li> </ul> <p>Heather to develop a draft flyer for outreach to families and providers to attend the meeting.</p> <p>Heather to work with Andreas on the drafting of the pre-interview survey.</p> <p>Heather to gather regional semi-annual performance data and forward to the council prior to each meeting for review.</p>
--	--	---

	<ul style="list-style-type: none"> <li>○ Parent Co-Chair do outreach to families? Provider Co-Chair do outreach to practitioners?</li> <li>○ Digital/Paper Flyers <ul style="list-style-type: none"> <li>▪ Increase knowledge of VICC</li> <li>▪ Collaborate for better outcomes for children, families and providers.</li> <li>▪ What makes your area unique?</li> <li>▪ Increase parent membership to the VICC through strengthening family voices</li> </ul> </li> <li>○ Providers spreading the word</li> <li>○ Website push</li> <li>○ CIS Coordinators, Parents (bring a friend) State TA, BBF</li> <li>○ Childcare</li> <li>○ Food</li> <li>○ Parent Stipend</li> <li>○ Meeting Accommodations</li> <li>- Recruiting materials at meetings</li> <li>- Target Audience: Families that are presently or in the recent past receiving CIS services</li> </ul> <p>MANAGING REASONABLE EXPECTATIONS!!!</p> <p><i>"It's one thing to have a seat at the table, another to have a voice at the table... An invitation without presence is just a head count."</i></p> <p><b>Work Group Ideas:</b> What is an area(s) that the VICC can help support your region in (help make efforts towards – priorities)?</p>	
<b>State Updates And Announcements</b>	<p><b>VICC Vacancies:</b></p> <ul style="list-style-type: none"> <li>- Members should post materials in their areas for practitioners and hand out fliers to families.</li> <li>- Patti Shane left her position at Capstone November 10<sup>th</sup> and we will be in touch with them around a replacement representative.</li> <li>- Welcome Beth Truzansky (BBF) to the Council!</li> <li>- Heather is actively still trying to engage CDD leadership around a legislator to attend the VICC <ul style="list-style-type: none"> <li>○ Suzy Comerford will approach one of her local legislators an inquire in their interest in sitting on the Council</li> </ul> </li> <li>- Gubernatorial Candidates – applications are still at the governor's office – with changing of staff, we have been "pushed" down the list but all applicants are considered voting members of the ICC.</li> </ul> <p><b>SSIP Stakeholder Engagement Survey Results</b></p> <ul style="list-style-type: none"> <li>- Where we wanted to be, but we can do better getting our stakeholders to engage more</li> </ul>	<p><b>State Systemic Improvement Plan:</b> CSPD Retention Survey per Natalie</p> <ul style="list-style-type: none"> <li>• Any feedback re: survey, and info-graphic email Natalie @ <a href="mailto:Natalie.whitfield@partner.vermont.gov">Natalie.whitfield@partner.vermont.gov</a></li> </ul> <p>Heather to disseminate Family Survey Data to Council for deeper understanding.</p> <p>Heather to forward PDF document of 2017 Retention Survey to Council for deeper understanding.</p>

- Can and will be a plan to move forward to attempt to work towards

**Mentor/Mentee Ad Hoc Workgroup**

- Andreas will begin work on facilitating this following the conclusion of a work project in the next few weeks and have an update for the Council either at the January meeting or March meeting.

**VICC Meeting Dates:**

November 17, 2017 (Waterbury); January 19, 2018 (Waterbury, Annual Data Meeting); March 16, 2018 (St. Albans); May 11, 2018 (Bennington)

January meeting RSVP will be out per Heather soon

**State Systemic Improvement Plan:**

- Targeted Supports: Met with targeted supports regions in October reviewed their preliminary data with them and they reflected on what was working well and that they needed to do differently to ensure they are implementing their identified targeted support effectively
- CSPD Retention Survey: There has been a delay in analysis of the Recruitment and Retention Survey data because we have several options of how best to compare the results before reporting it out to the field.
  - o We have national non-profit benchmark data that we used last year to compare Vermont's results to. We could do this comparison again but it is time consuming.
  - o We could compare Vermont to Vermont (2016 & 2017) data as there were areas in which we improved upon, however, the response rates were different so we are unsure if it is a literal improvement or another factor that has not been identified yet.
  - o We could break the results into the regional data and roll it out individually if there is agreement to developing an action plan with it.
- Fostering Family Connections: We are in the process of implementation of the Family and Community Engagement Road Map in four regions.
  - o A one pager that details all of the tools within the Road Map and a link to the Prezi was shared.

**State Team Transitions:**

- Home Visiting Coordinator: We have a person identified for the position however the formal HR processes have not been concluded yet so we cannot announce whom it is
- CIS Director: We have identified a person for the Director position however the formal HR processes have not been concluded yet so we cannot announce whom it is. The anticipated start of this person is January 2018.

	<ul style="list-style-type: none"> <li>- <u>Data Manager</u>: We have received notice from our data manger and will be seeking to recruit for that as soon as possible. <ul style="list-style-type: none"> <li>o Has committed to completing all of the necessary APR data reporting for submission February 1 and in preparation for our January meeting</li> <li>o The State team is anticipating this meeting to be facilitated in a similar fashion to this past March's meeting with Danielle sharing the data and answering any questions</li> <li>o The ICC will be relied upon on to actively support root cause analysis with regions and help them in their preliminary conversations to update their QIPs</li> </ul> </li> </ul> <p><b>Statewide Family Outcomes Survey:</b></p> <ul style="list-style-type: none"> <li>- We improved our response rates (up 2% but still below our internal state target of 50%)</li> <li>- We are continuing to seek ways to improve that percentage response rate and the next strategy is beginning January 1<sup>st</sup>. We will start distributing the survey to families as they transition out of EI, per feedback from the field. Because our lowest response rate is from those families who exited, we believe that by administering the survey to families before they exit we will get a higher response rate and we will get more reliable data since we can assure they are responding about Part C services and not Part B that they are receiving after they have exited. We will continue to be doing point in time as we have in the past each spring for all active families.</li> <li>- Processes were identified for the analysis of write-in comments this year and will be utilized each year in the qualitative analysis</li> <li>- One new strategy that was implemented this year was to reach out to survey participants that had comments indicative of possessing leadership skills as possible recruits for the VICC (two families were identified this year)</li> <li>- Another new strategy implemented this year was to create a Smart Art visual for the write-in comments</li> </ul>	
<b>VICC New Member Onboarding Prezi Review</b>	<p>The council reviewed the New Member Onboarding Prezi as a group and completed a Plus Delta Review as a whole group (see images below).</p> <p><b>Plus:</b></p> <ul style="list-style-type: none"> <li>→ Order of Annual Review Slide</li> <li>→ Our priorities</li> <li>→ Move the services description to earlier in the order of slides <ul style="list-style-type: none"> <li>o "Children's Integrated Services Is..."</li> <li>o Name CIS Vermont...who is served</li> </ul> </li> <li>→ Overall liked the layout, content, etc.</li> </ul> <p><b>Delta:</b></p> <ul style="list-style-type: none"> <li>→ Opening slide – insert where are the kids in our state data</li> </ul>	

	<ul style="list-style-type: none"> <li>→ Promotion statement needs a better description</li> <li>→ Annual Review Slide – images could be pictures, avoid clip art thumbs</li> <li>→ Stock Photos – need to collect a library of images with permissions</li> <li>→ Our Story – zoom into some of the highlights</li> <li>→ Advise and assist, not advocate – what is our role clarify this as committee or as parent</li> <li>→ Service provision – in natural environments (home or child care)</li> <li>→ Co-Lead Agencies – change the color of the AOE star or font color for readability</li> <li>→ Do not use for the website but rather a one on one conversation with a new member</li> <li>→ Is this ADA accessible?</li> <li>→ Parent-Professional Model – change to Co-Chairs</li> <li>→ Add a slide on the CIS administration (i.e. regional committees)</li> <li>→ Council Governance – <ul style="list-style-type: none"> <li>○ Family-driven – is there an alternate? Family-centered practices or outcomes</li> <li>○ Need more child pictures</li> </ul> </li> <li>→ Have a picture of the Council leadership</li> <li>→ Gubernatorial Application – remove this and can send it as needed</li> <li>→ When viewed phone, some of the fonts were a little small and hard to read; when zooming in, a message came across the screen saying that that was the "light version" and it asked to sign up for an account</li> <li>→ Looked odd to have stock photos next to the contact info for committee members</li> </ul>	
<b>SSIP Infographic Development</b>	<p>The council reviewed the two infographic models for submission of the Statewide Systemic Improvement Plan (SSIP) from two different online infographic programs, Piktochart and Venngage.</p> <p>One of the privileges that Vermont has it to receive targeted Technical Assistance from a National TA Center, The National Center For Systemic Improvement (NCSI). We partake in this opportunity through a Cross-State Learning Collaborative with 11 other states that are addressing family outcomes as part of their SSIP. Following our most recent face-to-face meeting we were requested to develop an infographic on anything we wanted and Vermont elected to develop one for our SSIP stakeholders with the intent that it would support our submission of the next phase this coming spring.</p> <p>The targeted audience for the document is community partners and stakeholders that are unfamiliar with the SSIP process and work.</p> <p>The question was asked what this process was for and Heather answered that this is a Part C requirement from OSEP and does</p>	

	<p>not reflect CIS as a whole. A conversation was had around the value of it given the desired direction of the Council advising and assisting CIS as a whole.</p> <p>The following comments were received as feedback from the Council:</p> <p>→ Piktochart</p> <ul style="list-style-type: none"> <li>○ Replace the atom image for the CSPD with something else...liked the SSIP Phase III image from Venngage</li> <li>○ Data chart – the X-axis needs to be renamed to include the years of data reported</li> <li>○ The title needs to be bigger and bolded</li> <li>○ More data!!</li> <li>○ Move the SiMR to the top and remove the SSIP description or discuss the Plan timeline like on the Venngage document</li> <li>○ Where is the fourth initiative in the evaluation section?</li> <li>○ Where are supposed to look first? My eye immediately goes to the data in the middle, not top down.</li> <li>○ Prefer this on over the other one</li> </ul> <p>→ Venngage</p> <ul style="list-style-type: none"> <li>○ Like the green color</li> <li>○ Like the timeline at the top of the document</li> <li>○ Too much text and not enough data</li> <li>○ My eyes go right for the middle and I know what I am looking at</li> </ul>	
<b>Wrap Up and Next Steps</b>	<p>Next Meeting: <b><u>Friday, January 19, 2018 (9am-3pm)</u></b> at Waterbury Town Municipal Offices, Steele Community Room</p> <p>A meeting evaluation is in your inbox as of 2pm, 11/17/17. Please complete it as it will inform our future ICC meetings.</p> <p>If you have not yet received an orientation booklet, please let Heather know ASAP.</p>	

